Amendments To Claims

1-27. Cancelled.

28. (Currently Amended) A method ~~for predicting a set of parts for an onsite repair of a product~~, comprising:

determining a cost of mis-predicting each of a set of parts that may be replaced during ~~the~~ <u>an</u> onsite repair <u>of a product</u> in response to a repair history;

selecting ~~the~~ <u>a subset of the</u> parts <u>to be sent to the onsite repair</u> in response to the costs.

29. (Previously Presented) The method of claim 28, wherein determining a cost includes determining a cost associated with unnecessarily sending the corresponding part to the onsite repair.

30. (Previously Presented) The method of claim 28, wherein determining a cost includes determining a cost associated with not sending the corresponding part when needed to the onsite repair.

31. (Previously Presented) The method of claim 28, further comprising identifying a set of symptoms associated with the product.

32. (Currently Amended) The method of claim ~~29~~ <u>31</u>, wherein determining a cost comprises determining the cost in response to the symptoms.

33. (Previously Presented) The method of claim 28,

- 2 -

wherein determining a cost includes:

determining a number of times that each part was under-predicted;

determining a number of times that each part was over-predicted;

determining a number of times that each part was correctly predicted.

34. (Previously Presented) The method of claim 33, wherein determining a cost includes combining the numbers of times with a cost associated with under-predicting the parts and a cost associated with over-predicting the parts.

35. (Previously Presented) The method of claim 34, further comprising determining the costs associated with under-predicting and over-predicting the parts.

36. (Previously Presented) The method of claim 35, wherein determining the costs includes determining an average of the costs associated with under-predicting and over-predicting the parts.

37. (Currently Amended) The method of claim 28, wherein selecting ~~the~~ a subset of the parts includes selecting ~~the~~ a subset of the parts for transport to the onsite repair.

38. (Currently Amended) The method of claim 28, wherein selecting ~~the~~ a subset of the parts includes selecting ~~the~~ a subset of the parts for training of call

qualifiers.

39. (Currently Amended) The method of claim 28, wherein selecting ~~the~~ a subset of the parts includes selecting ~~the~~ a subset of the parts for flagging to call qualifiers.

40. (Currently Amended) The method of claim 28, wherein selecting ~~the~~ a subset of the parts includes selecting ~~the~~ a subset of the parts for stocking a repair vehicle.

41. (Previously Presented) The method of claim 28, further comprising determining which products are least desirable to support in response to the costs.

42. (Previously Presented) The method of claim 28, further comprising determining which personnel to target for additional training in response to the costs.

43 (Currently Amended) An apparatus ~~A system~~ having a computing device that determines a cost of mis-predicting each of a set of parts that may be replaced during an onsite repair of a product in response to a repair history and that selects a subset of the parts to be sent to the onsite repair in response to the costs. ~~for predicting a set of parts for an onsite repair of a product, comprising:~~

~~repair history that includes information pertaining to a set of prior onsite repairs;~~

~~cost data that includes a set of costs associated with mis-predicting each of a set of parts that may be~~

~~replaced during the onsite repair;~~

~~metric calculator that determines a waste metric for each part in response to the repair history and the cost data such that the waste metrics enable a selection of the parts for the onsite repair.~~

44.   (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the ~~metric calculator~~ computing device determines the ~~waste metrics~~ costs by determining a number of times that each part was under-predicted and a number of times that each part was over-predicted and determining a number of times that each part was correctly predicted.

45.   (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the ~~metric calculator~~ computing device determines the ~~waste metrics~~ costs in response to a set of symptoms associated with the onsite repair.

46.   (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the repair history includes an identification of a set of parts sent to ~~the~~ a set of prior onsite repairs and a list of actual parts needed in the prior onsite repairs.

47.   Cancelled.

48.   (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the ~~metric calculator~~ computing device determines a waste metric for a plurality of sets of parts ~~such that the waste metrics enable a selection of~~

and selects the sets of parts for the onsite repair in response to the waste metric.

49. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein ~~the selection is a selection of~~ the parts are selected for transport to the onsite repair.

50. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein ~~the selection is a selection of~~ the parts are selected for training of call qualifiers.

51. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein ~~the selection is a selection of~~ the parts are selected for flagging to call qualifiers.

52. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein ~~the selection is a selection of~~ the parts are selected for stocking a repair vehicle.

53. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the computing device determines which products are least desirable to support in response to the costs ~~the waste metrics enable a determination of which products are least desirable to support~~.

54. (Currently Amended) The ~~system~~ apparatus of claim 43, wherein the computing device determines which personnel to target for additional training in response to the costs ~~the waste metrics enable a determination of which personnel to target for additional training~~.